

New Hampshire Employment Security Bureau Reference Guide



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Employment
SECURITY

COMMISSIONER RICHARD S. BROTHERS



Employment **SECURITY**

32 SOUTH MAIN STREET
CONCORD NEW HAMPSHIRE 03301-4857

RICHARD S. BROTHERS, COMMISSIONER

March 30, 2007

Dear Public Official:

I am pleased to introduce a new publication created specifically to provide you with the information and data necessary for making decisions on behalf of New Hampshire. This publication, entitled *New Hampshire Employment Security Bureau Reference Guide*, will be an annual representation of useful departmental information on the areas and constituents that you represent.

New Hampshire Employment Security Bureau Reference Guide primarily outlines the services offered to our customers, which include job seekers, employers and public officials. The Employment Service, Unemployment Compensation and Economic and Labor Market Information Bureaus are responsible for carrying out these services.

In addition to its three Bureaus, New Hampshire Employment Security has several Administrative and Integrity Programs. These programs provide administrative, fiscal, technological, and legal assistance to the Department to ensure it is administered in the most effective and fair manner and to ensure fiscal integrity, legal compliance and accountability.

The information compiled in this publication should serve as a useful resource, but should you desire additional economic and labor market data specific to your area, I would be more than happy to make that available at your request. As a follow-up to this publication, a quarterly newsletter with more recent data specific to the areas will begin arriving next month.

I hope you are as excited to receive this as I am to be able to make this publication happen. Please let me know of any other way I might be of assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Rich S. Brothers".

Richard S. Brothers
Commissioner

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Auxiliary Aids and Services are available on request of individuals with disabilities

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New Hampshire Employment Security Bureau Reference Guide



State of New Hampshire
John H. Lynch, *Governor*

New Hampshire Employment Security
Richard S. Brothers, *Commissioner*

March 2007

Acknowledgements

We wish to acknowledge the many **New Hampshire Employment Security** staff members who helped make this publication possible.

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Elisabeth Richardson, *Program Assistant*, for the cover graphic

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Employment Service Bureau

New Hampshire Employment Security (NHES) has thirteen local offices strategically located throughout the state to better serve its customers. Each local office offers a full range of self-directed and staff-assisted services for both employers and job seekers. NHES uses a LAN-based Internet Employment Service data system, known as the Job Match System (JMS), which uses automated self-service as the primary means of connecting the state's job seekers and employers.

JOB SEEKER SERVICES

Job Seeker Services include assistance with registering on the Job Match System and filing applications for unemployment compensation benefits, intake, access to an employment resource center, assessment, employment counseling, testing, placement services, and referrals to training/education and support services. Job Search workshops are available for learning job search and interviewing techniques, as well as writing resumes and cover letters.

RESOURCE CENTERS

A network of 13 Resource Centers is in place across the state. Each center is staffed with a coordinator who is responsible for ensuring that customers are aware of the full range of information and resources available. While the center concept emphasizes self-directed service delivery, center coordinators are trained to provide customers with additional support and assistance as needed. A number of resources have been purchased to ensure reasonable accommodation and to ensure that all customers have access to available information and services. Employment resources in the centers include access to the internet, JMS, phones, and fax machine; resume writing software; O*NET (Occupational Information Network); newspapers and business magazines; NH Colleges and Universities information; and book and video libraries covering various job search topics.

EMPLOYER SERVICES

Employer Services include assistance with opening job orders, recruitment, and placement services. Quarterly Employer Seminars are now being conducted that address various topics of interest from both NHES and other supportive service agencies. The offices can provide use of the facility for interviewing, as space is available. Additional services available are hiring incentives, on-the-job training through Trade Act information, hiring veterans, youth, foreign labor, individuals with disabilities and older workers information. Access to economic and labor market information is useful for making decisions affecting training needs, business development and expansion.

FOREIGN LABOR CERTIFICATION

Many New Hampshire employers continue to request foreign workers to fill positions in both unskilled and skilled occupations, on both a temporary (seasonal and peak workload) and permanent basis. Applications for temporary foreign workers are processed in this department. All applications for permanent workers are processed directly through the U.S. Department of Labor's National Processing Center in Atlanta, Georgia.

WORK OPPORTUNITY TAX CREDIT

Work Opportunity Tax Credit has been designed with two major objectives: 1) to address the employment and training needs of individuals who face significant barriers to employment and 2) to provide tax credits to employers who hire from its target

groups. New Hampshire Employment Security is responsible for the administration of the programs and issues all certifications. The central office processes all tax credits using a mail-in system.

TRADE ACT

Trade Adjustment Assistance (TAA) is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of international trade. Through the Trade Adjustment Assistance program, workers are helped by NHES to return to the workforce through skills training, job search and relocation allowances or other reemployment services.

ALTERNATIVE TRADE ADJUSTMENT ASSISTANCE (ATAA)

Alternative Trade Adjustment Assistance (ATAA) became effective with petitions filed on or after August 6, 2003. It is a program specifically for workers who are at least 50 years old. The program allows these workers who become re-employed within 26 weeks of a qualifying separation to receive 50% of the difference between their previous wage and new wage for a period of 2 years, up to a maximum of \$10,000.

WEBSITE – WWW.NHES.STATE.NH.US

Our website links to our 3 bureaus: Employment Service, Unemployment Compensation and Economic and Labor Market Information, as well as many economic development and business sites, chambers of commerce, government sites and supportive service agencies. Employers can open job orders, run matches with applicants in JMS, and access all employment and labor market information. Job seekers can access JMS to view jobs, job search tools, publications, and additional employment links that have been organized to facilitate the job search.

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New Hampshire Employment Security

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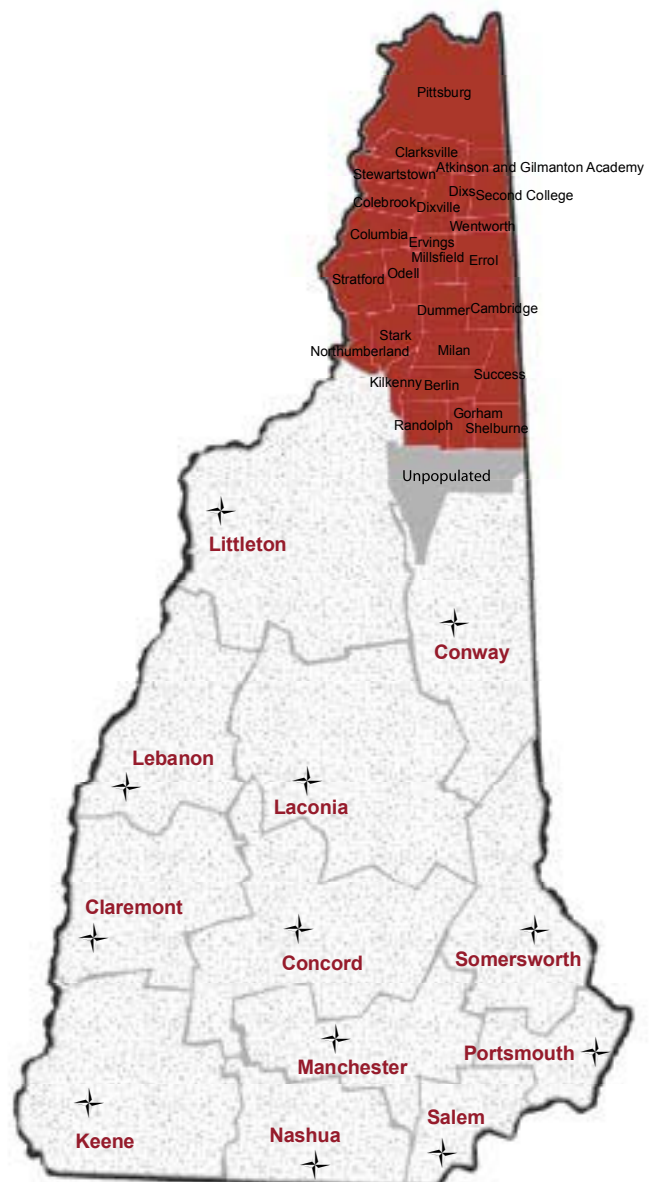
Fax: (603) 752-5536

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2006 At-A-Glance Total Customers Berlin Local Office	
Resource Center	
Visits	12,141
Job Match System	
Registrations	1,295
Received Staff	
Assisted Service	1,288
Entered	
Employment	
Number	652
Entered	
Employment	
Rate	68%

2006 At-A-Glance Veterans Berlin Local Office	
Job Match System	
Registrations	140
Received Staff	
Assisted Service	140
Entered	
Employment	
Number	62
Entered	
Employment	
Rate	74%



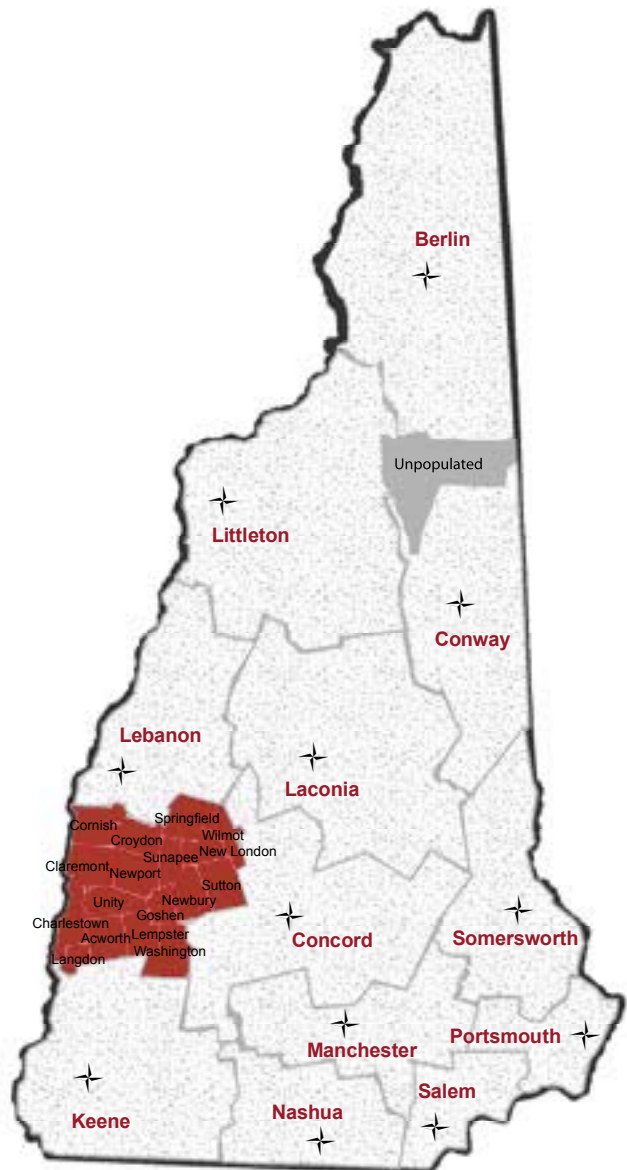
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2006 At-A-Glance Total Customers Claremont Local Office	
Resource Center Visits	10,504
Job Match System Registrations	1,359
Received Staff Assisted Service	1,352
Entered Employment Number	760
Entered Employment Rate	69%

2006 At-A-Glance Veterans Claremont Local Office	
Job Match System Registrations	142
Received Staff Assisted Service	141
Entered Employment Number	68
Entered Employment Rate	67%



Concord

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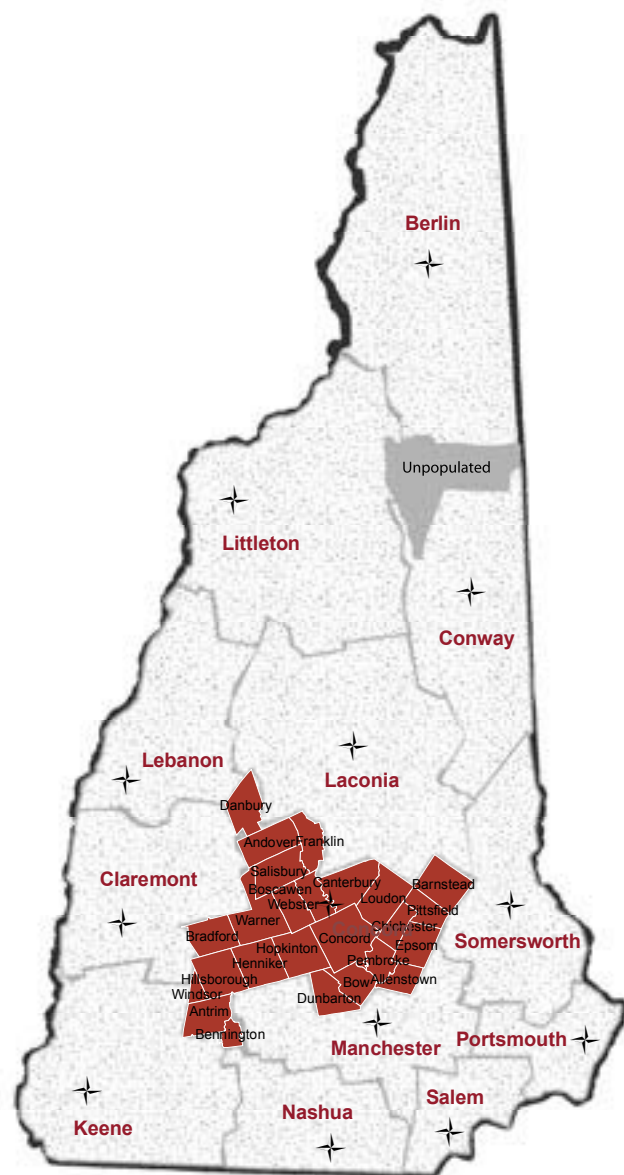
Fax: (603) 229-4353

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2006 At-A-Glance Total Customers Concord Local Office	
Resource Center	
Visits	16,251
Job Match System	
Registrations	2,765
Received Staff	
Assisted Service	2,742
Entered	
Employment	
Number	1,652
Entered	
Employment	
Rate	75%

2006 At-A-Glance Veterans Concord Local Office	
Job Match System	
Registrations	417
Received Staff	
Assisted Service	415
Entered	
Employment	
Number	189
Entered	
Employment	
Rate	68%



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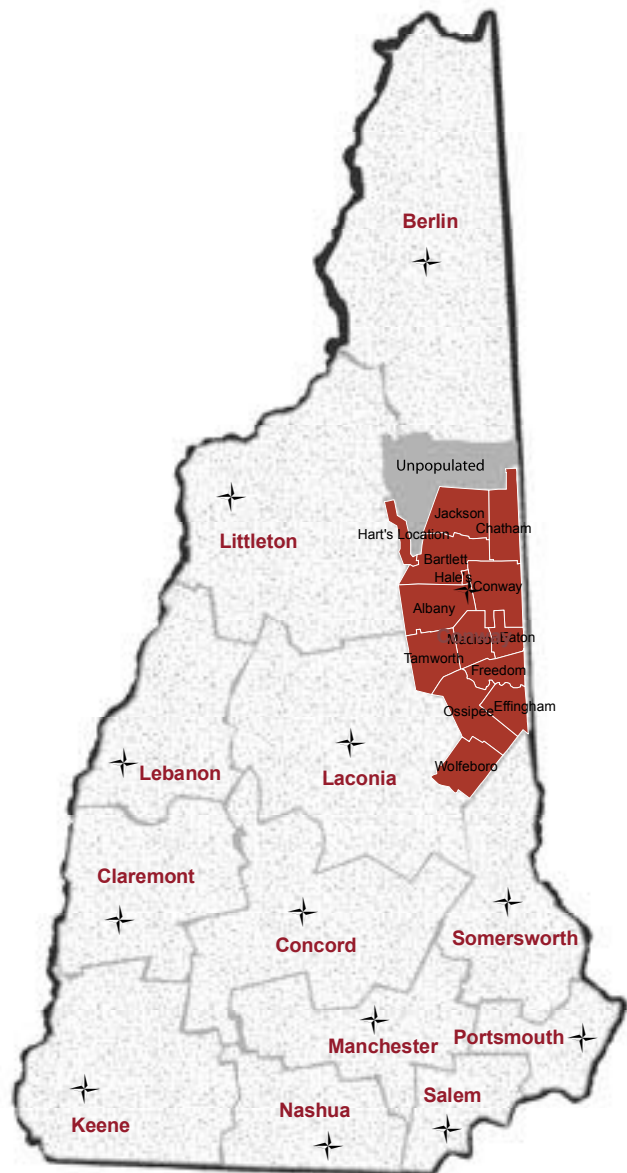
Fax: (603) 447-5985

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2006 At-A-Glance Total Customers Conway Local Office		
Resource Center	Visits	6,137
Job Match System	Registrations	875
Received Staff	Assisted Service	870
Entered	Employment	Number
		516
Entered	Employment	Rate
		70%

2006 At-A-Glance Veterans Conway Local Office		
Job Match System	Registrations	91
Received Staff	Assisted Service	91
Entered	Employment	Number
		47
Entered	Employment	Rate
		64%



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2006 At-A-Glance Total Customers Keene Local Office	
Resource Center Visits	13,938
Job Match System Registrations	2,328
Received Staff Assisted Service	2,317
Entered Employment Number	1,296
Entered Employment Rate	70%

2006 At-A-Glance Veterans Keene Local Office	
Job Match System Registrations	354
Received Staff Assisted Service	354
Entered Employment Number	177
Entered Employment Rate	64%



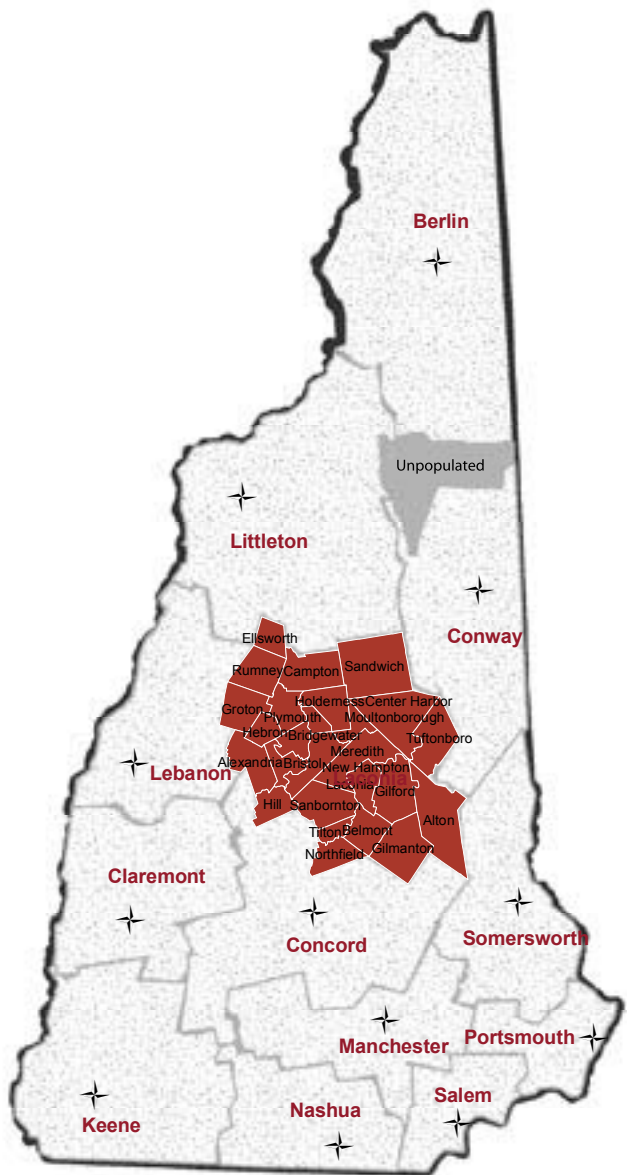
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2006 At-A-Glance Total Customers Laconia Local Office		
Resource Center		
Visits	18,613	
Job Match System		
Registrations	2,363	
Received Staff		
Assisted Service	2,342	
Entered		
Employment		
Number	1,420	
Entered		
Employment		
Rate	72%	

2006 At-A-Glance Veterans Laconia Local Office		
Job Match System		
Registrations	362	
Received Staff		
Assisted Service	358	
Entered		
Employment		
Number	215	
Entered		
Employment		
Rate	72%	



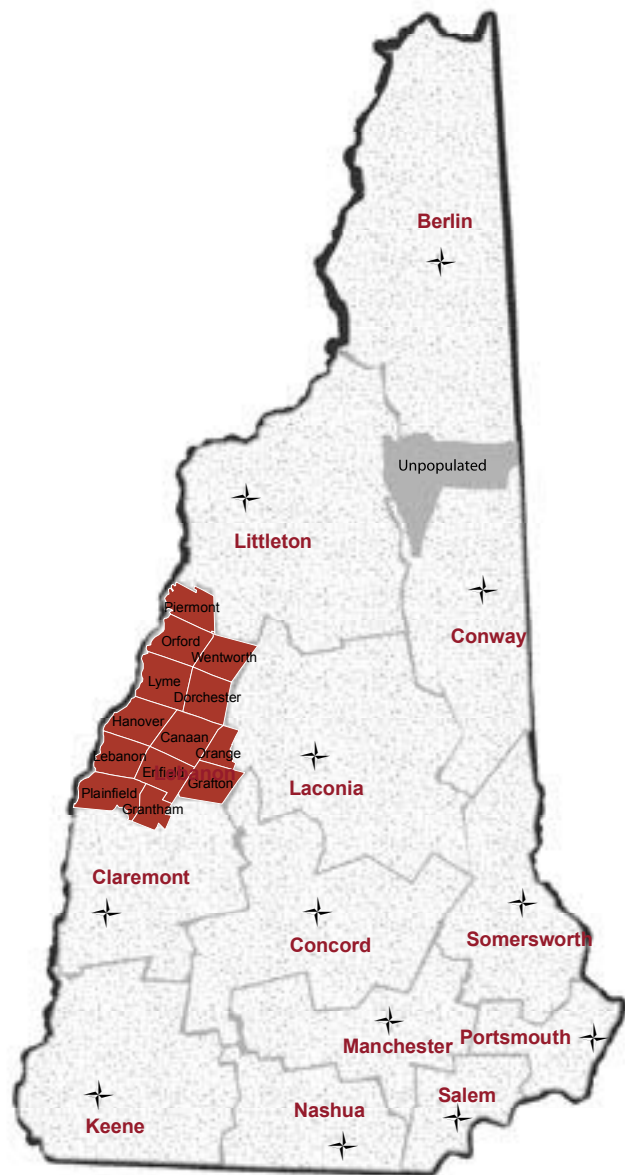
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2006 At-A-Glance Total Customers Lebanon Local Office	
Resource Center Visits	7,460
Job Match System Registrations	1,235
Received Staff Assisted Service	1,231
Entered Employment Number	755
Entered Employment Rate	67%

2006 At-A-Glance Veterans Lebanon Local Office	
Job Match System Registrations	226
Received Staff Assisted Service	224
Entered Employment Number	108
Entered Employment Rate	60%



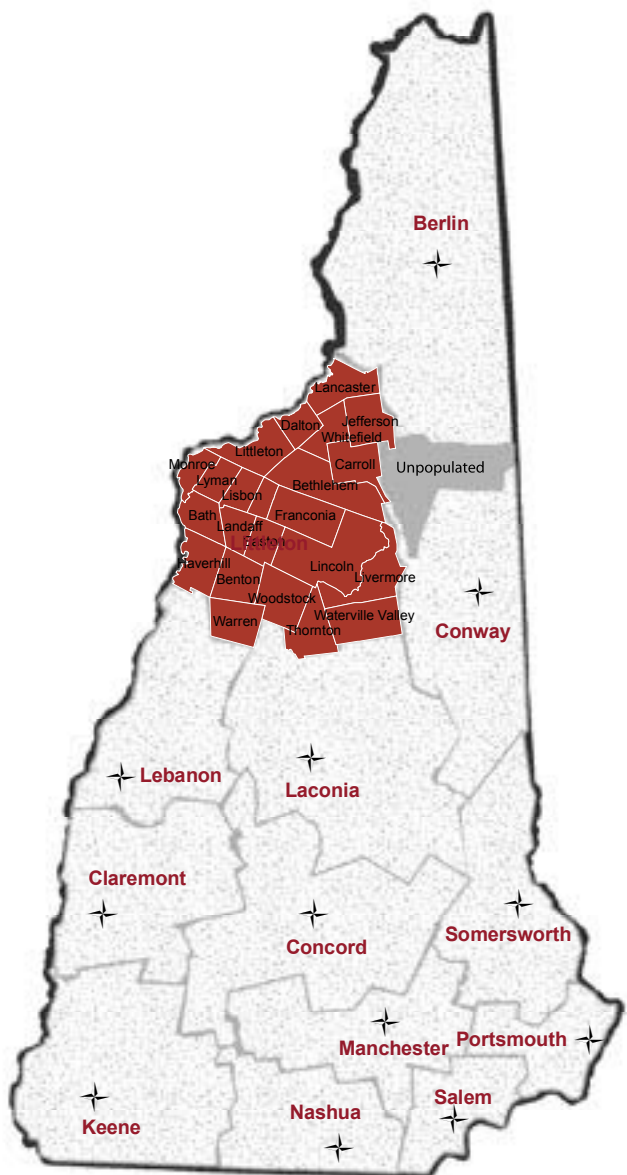
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2006 At-A-Glance Total Customers Littleton Local Office	
Resource Center Visits	9,684
Job Match System Registrations	1,531
Received Staff Assisted Service	1,515
Entered Employment Number	911
Entered Employment Rate	68%

2006 At-A-Glance Veterans Littleton Local Office	
Job Match System Registrations	163
Received Staff Assisted Service	163
Entered Employment Number	80
Entered Employment Rate	61%



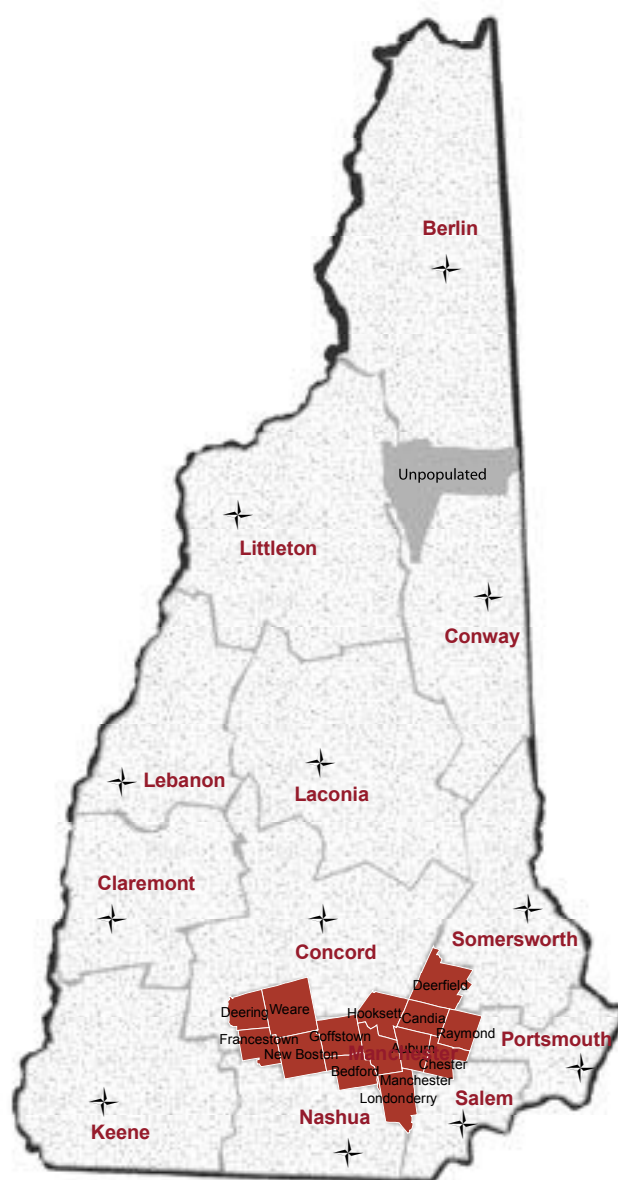
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2006 At-A-Glance Total Customers Manchester Local Office	
Resource Center Visits	24,738
Job Match System Registrations	5,744
Received Staff Assisted Service	5,707
Entered Employment Number	3,656
Entered Employment Rate	72%

2006 At-A-Glance Veterans Manchester Local Office	
Job Match System Registrations	568
Received Staff Assisted Service	565
Entered Employment Number	342
Entered Employment Rate	69%



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2006 At-A-Glance Total Customers Nashua Local Office		
Resource Center	Visits	11,098
Job Match System	Registrations	4,188
Received Staff	Assisted Service	4,165
Entered	Employment	Number
	2,489	
Entered	Employment	Rate
	68%	

2006 At-A-Glance Veterans Nashua Local Office		
Job Match System	Registrations	426
Received Staff	Assisted Service	424
Entered	Employment	Number
	267	
Entered	Employment	Rate
	66%	



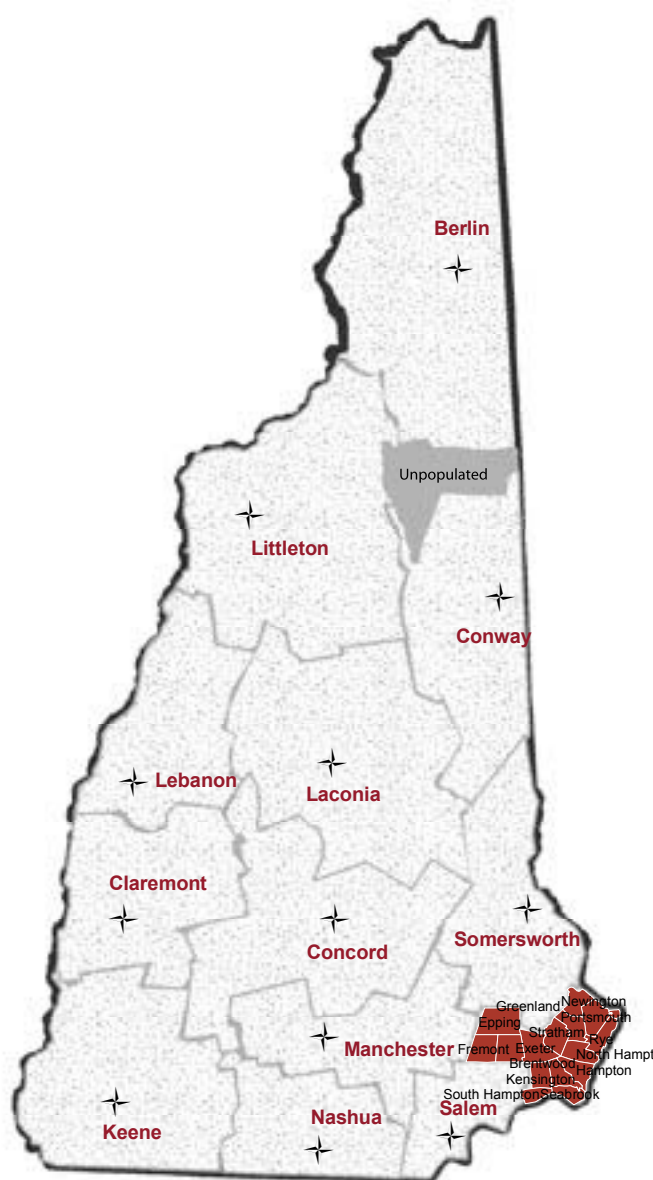
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2006 At-A-Glance Total Customers Portsmouth Local Office	
Resource Center Visits	16,872
Job Match System Registrations	2,839
Received Staff Assisted Service	2,827
Entered Employment Number	1,548
Entered Employment Rate	70%

2006 At-A-Glance Veterans Portsmouth Local Office	
Job Match System Registrations	427
Received Staff Assisted Service	426
Entered Employment Number	215
Entered Employment Rate	66%



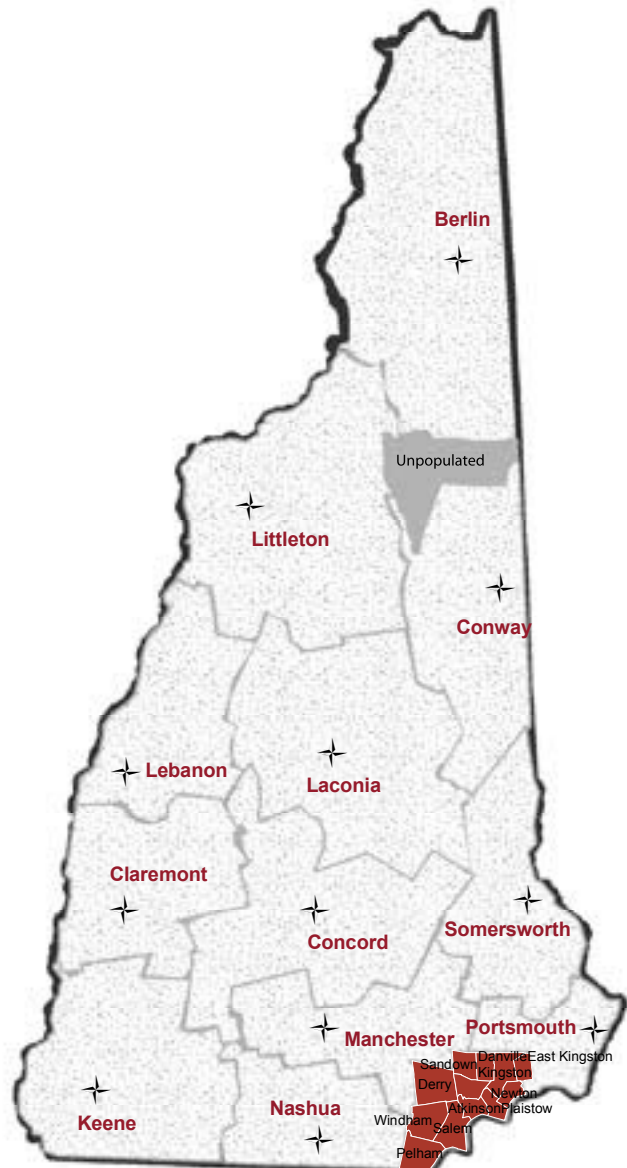
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Cynthia.J.Peterson@nhes.nh.gov



2006 At-A-Glance Total Customers Salem Local Office	
Resource Center Visits	16,381
Job Match System Registrations	2,859
Received Staff Assisted Service	2,839
Entered Employment Number	1,602
Entered Employment Rate	66%

2006 At-A-Glance Veterans Salem Local Office	
Job Match System Registrations	291
Received Staff Assisted Service	290
Entered Employment Number	156
Entered Employment Rate	65%



Somersworth

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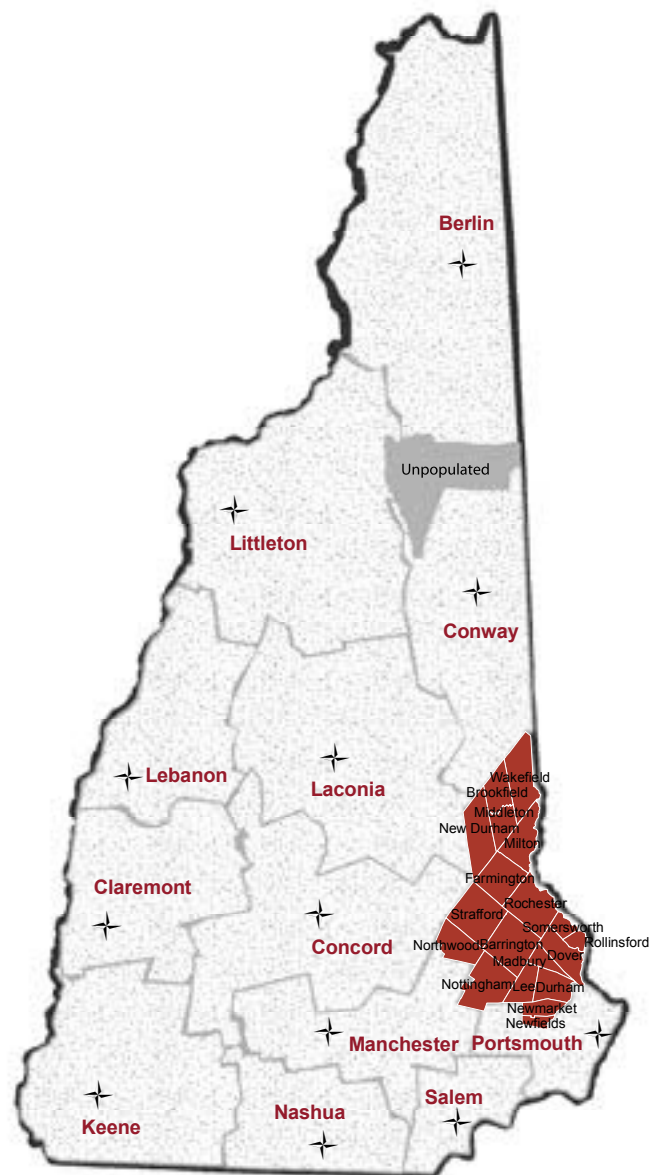
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2006 At-A-Glance Total Customers Somersworth Local Office	
Resource Center Visits	17,201
Job Match System Registrations	3,996
Received Staff Assisted Service	3,968
Entered Employment Number	2,504
Entered Employment Rate	72%

2006 At-A-Glance Veterans Somersworth Local Office	
Job Match System Registrations	557
Received Staff Assisted Service	550
Entered Employment Number	356
Entered Employment Rate	68%



**2006 At-A-Glance
Total Customers Served By
NH Employment Security Local Offices**

Local Office	Resource Center Visits	Job Match System Registrations	Received Staff Assisted Service	Entered Employment Number	Entered Employment Rate
New Hampshire	181,018	49,940	37,825	27,385	70%
Berlin	12,141	1,295	1,288	652	68%
Claremont	10,504	1,359	1,352	760	69%
Concord	16,251	2,765	2,742	1,652	75%
Conway	6,137	875	870	516	70%
Keene	13,938	2,328	2,317	1,296	70%
Laconia	18,613	2,363	2,342	1,420	72%
Lebanon	7,460	1,235	1,231	755	67%
Littleton	9,684	1,531	1,515	911	68%
Manchester	24,738	5,744	5,707	3,656	72%
Nashua	11,098	4,188	4,165	2,489	68%
Portsmouth	16,872	2,839	2,827	1,548	70%
Salem	16,381	2,859	2,839	1,602	66%
Somersworth	17,201	3,996	3,968	2,504	72%

**2006 At-A-Glance
Total Veterans Served By
NH Employment Security Local Offices**

Local Office	Job Match System Registrations	Received Staff Assisted Service	Entered Employment Number	Entered Employment Rate
New Hampshire	5,631	4,803	2,831	66%
Berlin	140	140	62	74%
Claremont	142	141	68	67%
Concord	417	415	189	68%
Conway	91	91	47	64%
Keene	354	354	177	64%
Laconia	362	358	215	72%
Lebanon	226	224	108	60%
Littleton	163	163	80	61%
Manchester	568	565	342	69%
Nashua	426	424	267	66%
Portsmouth	427	426	215	66%
Salem	291	290	156	65%
Somersworth	557	550	356	68%

**2006 At-A-Glance
Total Claimants Served By
NH Employment Security Local Offices**

Local Office	Job Match System Registrations	Received Staff Assisted Service	Entered Employment Number	Entered Employment Rate
New Hampshire	30,972	26,386	17,381	76%
Berlin	814	812	419	78%
Claremont	860	856	477	74%
Concord	2,158	2,148	1,226	78%
Conway	622	620	343	74%
Keene	1,668	1,660	883	73%
Laconia	1,817	1,803	1,055	76%
Lebanon	786	783	458	71%
Littleton	937	931	573	74%
Manchester	4,097	4,074	2,618	77%
Nashua	3,079	3,069	1,807	72%
Portsmouth	1,911	1,905	1,038	74%
Salem	2,033	2,021	1,132	71%
Somersworth	2,734	2,719	1,743	78%

Employment Service Bureau Contact Information

DIRECTOR, EMPLOYMENT SERVICE BUREAU
(603) 228-4051

FOREIGN LABOR CERTIFICATION
(603) 228-4083

WORK OPPORTUNITY TAX CREDIT
(603) 228-4079

TRADE ACT
(603) 229-4355

To find a Local Office nearest you
Visit our website at www.nhes.state.nh.us

New Hampshire Employment Security

Unemployment Compensation Bureau



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Unemployment Compensation Bureau

The main purpose of the Unemployment Compensation Bureau is to provide Unemployment Insurance (UI) benefits to those individuals who become unemployed through no fault of their own and meet various eligibility requirements of New Hampshire's Unemployment Insurance law. Benefit payments are made from a dedicated trust fund that is supported solely with employer taxes. The Unemployment Compensation Bureau is also responsible for the activities associated with the collection of the unemployment insurance tax from employers.

BENEFIT ELIGIBILITY

Once determined eligible to collect UI benefits, an individual can receive the equivalent of twenty-six (26) weeks of benefits in one benefit year. Over the years, several supplemental benefit programs extending the benefit period for claimants were mandated on a temporary basis.

In order to interpret the UI claims information correctly, it is important to understand that the filing process is a two step procedure consisting of an initial claim and a continued claim. An initial claim is a request for determination of eligibility for UI compensation, whereas a continued claim or week claimed, is the request for financial compensation whether or not it is the first week claimed or any subsequent week claimed.

When an individual becomes unemployed, he or she can file an initial claim for unemployment benefits. The claim can be done over the Internet at home or at the nearest Employment Security office. With the initial claim, a base period and a benefit year are established for each claimant. The total wages earned in the base period are used to determine the claimant's weekly benefit amount and the claimant receives a Monetary Determination. In order to qualify for UI benefits the individual must have earned a certain minimum amount of wages in the base period.

When a claimant's benefit eligibility is questioned for reasons other than reaching the minimum earnings requirement, a Nonmonetary Determination occurs. Reasons for nonmonetary determinations include: voluntarily quitting a job, leaving self-employment or closing one's business, being currently self-employed, being fired for misconduct connected with one's work, being unable and unavailable to accept full time work, and refusing an offer of suitable work. If the nonmonetary issue(s) affecting the claimant's eligibility for benefits is found to be valid, benefits will not be paid for the weeks affected. Once benefit eligibility is established, a claimant files a continued claim for each week that they are totally or partially unemployed.

RIGHT TO APPEAL

If a claimant disagrees with any determination, they have the right to appeal. Employers also have the right to appeal the benefit eligibility of a former employee if they disagree with the payment of benefits. An appeal hearing will be held before the New Hampshire Employment Security's Appeal Tribunal. If either party (claimant or employer) disagrees with the decision, that party can request that the Commissioner of New Hampshire Employment Security reopen the appeal. If the Commissioner does not feel that there are sufficient grounds to reopen the case, then the parties have the option of appealing to the Appellate Board.

In some cases, it is discovered that a claimant was overpaid benefits. There are two basic categories of overpayments: fraud and nonfraud. Fraud refers to willful misrepresentation on the part of the claimant in order to receive benefits, and offenders can

be prosecuted under the law. Any overpayments paid because of willful misrepresentation must be repaid to the agency. Nonfraud overpayments occur for several reasons. If the erroneous payments are the result of department error, then restitution is not required. If the overpayment is the result of claimant error, then the money must be repaid.

CONTRIBUTIONS UNIT

The Contributions Unit is responsible for the collection of the employer taxes, which maintain the Trust Fund. The functions of this section include the identification and registration of employers newly subject to the law and those who change their status, collecting current and delinquent taxes, auditing employers to ensure compliance with the law, and maintaining accurate records of all accounts.

BENEFIT ADJUDICATION UNIT

If there is any question of eligibility for unemployment insurance benefits, the circumstances are reviewed by an adjudicator. If a person does not meet all requirements of the law, benefits can not legally be paid. This unit conducts fact-finding interviews to obtain all information relating to a question of eligibility.

WAGES AND SPECIAL PROGRAMS UNIT (WASP)

The Wages and Special Programs Unit (WASP) oversees the Combined Wage Program (CWC), a program that transfers the use of wage credits among states. WASP also works with the Health and Human Services (HHS) Child Support Division to oversee Child Support deductions from unemployment compensation benefits.

As an agent of the federal government, this unit also administers four continuing federally funded benefit programs: Unemployment Compensation for Federal Employees (UCFE), Unemployment Compensation for Ex-Service Members (UCX), Trade Readjustment Assistance (TRA) and Disaster Unemployment Assistance (DUA).

NEW HIRE PROGRAM

Since 1997, every employing unit providing employment in New Hampshire has been required to report to NHES all newly hired and rehired employees, and certain independent contractors. Program responsibility for the New Hire program falls under the authority of New Hampshire Department of Health and Human Services (NHDHHS) which contracts with NHES to administer the program.

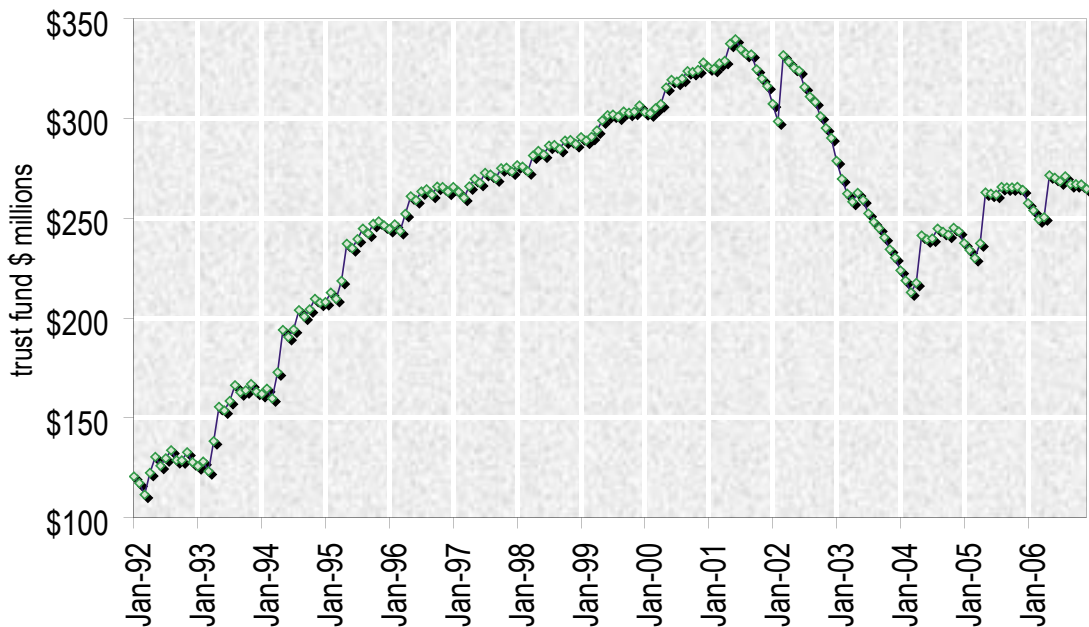
The new hire information reported to NHES is used to create a state directory of new hires. NHES uses the directory to detect fraudulent UI claims. NHDHHS cross-matches the directory information against their child support records to locate non-custodial parents, establish child support orders, and/or enforce an existing order.

TRUST FUND

The Unemployment Compensation Trust Fund is a national financial pool established for the purpose of paying benefits to covered unemployed workers. The fund was established by the Social Security Act. The Federal Unemployment Tax Act (FUTA), part of the Internal Revenue Code, contains the provisions for payroll taxation to finance the fund. Under the Social Security Act, all states maintain an account in the unemployment trust fund from which benefits are paid.

The unemployment compensation benefits system is funded from two major sources: contributions collected from employers and interest earned on those collections. The amount an employer pays to the state is based on the individual earned tax rate. New

**NH Unemployment Compensation
Fund Balance by Month, 1992 to 2006**



Hampshire assigns tax rates to its employers based on the reserve ratio experience rating system. This combines the individual employers' history of contributions paid and benefits charged against an employer, and takes into account the current balance of the Unemployment Compensation Trust Fund. The tax rate for a new employer in New Hampshire is 2.7 percent. In order to receive an earned or "merit" rate an employer must have one full year of experience as an employer. Since January 1994 the earned tax rate is paid on the first \$8,000 of each employee's wages.

When the Trust Fund Balance exceeds \$225 million a fund balance reduction is allowed to take effect. When the fund balance reduction is in effect, the employer's earned rate (for accounts with rates 2.7 percent or less) is reduced by 0.5 to 1.5 percent depending on the balance of the unemployment trust fund. On the other hand if the Trust Fund Balance falls below the \$225 million, the fund balance reduction disappears. In addition to the state unemployment tax, employers must pay a federal tax billed directly to the employer through the Internal Revenue Service to cover administrative costs and the federal share of the Extended Benefits (EB) program.

The typical New Hampshire employer has a low tax rate because they pay more into the fund than is paid out on behalf of their former employees. New Hampshire has generally not needed to increase employer tax rates across the board in order to bolster the fund.

**2006 At-A-Glance
New Hampshire
Unemployment Insurance**

Weeks Claimed (UI)	344,337
Weeks Compensated	292,507
Weekly Benefit Amount	\$256
Benefits Paid	\$72,701,000
Total Initial Claims	48,581
Total Continued Claims	344,337
Total Covered Employers	41,000
Revenues Collected	\$66,102,000
Trust Fund Balance (as of Dec 31, 2006)	\$264,678,562

**Average Duration of
Unemployment, 2006
(Number of Weeks)**

United States	15.3
Connecticut	16.6
Maine	14.1
Massachusetts	17.7
New Hampshire	11.7
Rhode Island	15.2
Vermont	14.4

**New Hampshire had the lowest Average Duration
of Unemployment in New England in 2006**

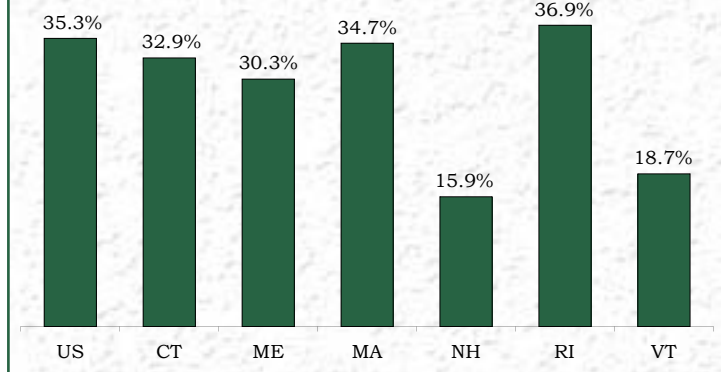


- For each week shaved off of the average duration of unemployment figure, NHES projects employers save nearly \$6 million in unemployment compensation costs.

**Unemployment Insurance
Exhaustion Rate, 2006**

United States	35.3%
Connecticut	33.9%
Maine	30.3%
Massachusetts	34.7%
New Hampshire	15.9%
Rhode Island	36.9%
Vermont	18.7%

**New Hampshire had the lowest
Exhaustion Rate in New England in 2006**



Unemployment Compensation Bureau Contact Information

Director, Unemployment Compensation Bureau
(603) 228-4031

Contributions Unit
(603) 228-4045

Status Unit
(603) 228-4033

Field Unit
(603) 228-4037

Benefit Adjudication Unit
PO Box 9506
Manchester, NH 03108-9506

Telephone # for Claimants:
1-800-266-2252 or (603) 656-6680
Fax: (603) 656-6698

Telephone # for Employers:
Employers with specific questions regarding Notice of Claim or Determination call:
(603) 656-6631 Employer Direct Line

Employers with specific questions regarding benefit charges to their account should
call (603) 656-6606 or 656-6608

Employer Fax for Notice of Claim forms:
(603) 656-6558

Unemployment Claims Inquiry
(General Information for employers and claimants)

Manchester Area: (603) 665-1500
All Others: 1-800-266-2252
Fax: (603) 656-6698

Claims Line Hours for Customer Service:
Monday - Friday 9:00am - 4:00pm

For more information, please visit our website at www.nhes.state.nh.us.

New Hampshire Employment Security

Economic & Labor Market Information Bureau (ELMIB)



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Economic and Labor Market Information Bureau

In its narrowest sense, workforce information refers to a set of core statistics-gathering programs conducted under the guidance of the U.S. Department of Labor's Bureau of Labor Statistics (BLS). In a broader sense, workforce information is the entire body of data that describes in detail the two key elements of a "labor market" — workers and jobs. The labor market can be nationwide, statewide, or local in scope. You can use labor market/workforce information to assess the performance of New Hampshire's economy or to become familiar with existing and projected jobs by industry and area and the occupational characteristics of these jobs such as average wage rates.

New Hampshire Employment Security (NHES) has the primary responsibility for providing New Hampshire workforce and career information through its Economic and Labor Market Information Bureau (ELMIB). It is this bureau that collects, assembles, analyzes, and drafts data into a usable format, and makes it available to the public. ELMIB also provides training and technical assistance to familiarize users with the data.

Federal gathering of workforce data began with the 1820 census which, for the first time, asked questions about occupational employment. Most current workforce information programs originated in the 1930s with the establishment of the Wagner-Peyser Act to measure the impact of the Great Depression and the nation's progress toward recovery. The Workforce Investment Act and the Carl D. Perkins Vocational and Applied Technology Education Act reaffirmed congressional support for the preparation and use of workforce information. Both of these acts emphasized the need for continued production and refinement of occupational and workforce information.

NHES is designated as a "cooperating agency" by BLS. This cooperation increases our ability to produce workforce information for New Hampshire and helps BLS develop a national statistical series and ensure comparability of workforce data from state to state.

Today workforce information touches almost everyone's life. Economic decisions made without workforce information are incomplete decisions. Businesses and employers depend on workforce information to guide them in making location and expansion choices and in preparing marketing strategies. It also enables them to compare their performance with state trends, to set attainable goals in affirmative action plans, and to assess their wage scales and employee benefits programs.

Government leaders and decision-makers find workforce information indispensable for planning purposes such as projecting state revenues and expenditures, or preparing education and training programs affecting the future workforce of New Hampshire. Individual job seekers use workforce and career information to help focus their work search efforts — determining what occupations, what geographical areas, or what industries are experiencing job growth — and to identify current job openings.

Information...

What's Available? Where Do I Find It?

CAREER GUIDES

The New Hampshire Career Resource Network (NHCRN) is a provider of career development resources. NHCRN distributes information about education, jobs, occupations and careers. In their career-related materials NHCRN uses workforce data produced by ELMIB, such as fastest growing jobs and the best paying jobs. NHCRN also provides training for educators and counselors on how to assist students or clients in career and educational planning.

NHCRN produces an annual publication, New Hampshire Job Notes, as well as a newsletter, occupational brochures and career videos. Additionally, NHCRN provides career information presentations to students in New Hampshire. To learn more about the services and products provided by NHCRN, visit their Web site at www.nhes.state.nh.us/elmi/nhcrn/index.htm.

EMPLOYMENT AND WAGES (MONTHLY)

The Current Employment Statistics (CES) are monthly estimates on employment, hours, and earnings for persons on nonfarm payrolls based on a sample survey of employing establishments. The CES estimates are often referred to as nonfarm because it does not include farming employment. New Hampshire's data, combined with that of other states, is used to measure national economic trends. The Federal Reserve Bank System, the Joint Economic Committee of the Congress, and the President's Council of Economic Advisers are examples of economic institutions, as well as the media, using CES estimates in their analysis of the economy.

CES estimates the current number of jobs in nonfarm employment and estimates average weekly hours, average weekly earnings, and average hourly earnings for Manufacturing production workers only. Estimates are made for the state and for the larger metropolitan areas in New Hampshire.

The data produced by the CES program is published monthly in Economic Conditions and a Detailed Monthly Analysis of Industry Employment Data is published on our web site at www.nhes.state.nh.us/elmi/nonfarm.htm.

EMPLOYMENT AND WAGES (QUARTERLY)

As part of the Unemployment Insurance compensation system, New Hampshire Employment Security (NHES) collects quarterly data on number of people employed and total wages from those employers subject to the unemployment law. This data is called Quarterly Census of Employment and Wages (QCEW) but is often referred to as covered employment or ES-202 data. QCEW data has a 5-6 month lag due to quarterly reporting and data processing time. In combination with QCEW data from other states, regional and national economic trends and performance analysis can be made. As an example, the Bureau of Economic Analysis of the U.S. Department of Commerce uses QCEW data as a major component in estimating total wage and salary numbers for the National Personal Income and Gross Domestic Product.

Information...

What's Available? Where Do I Find It?

The QCEW data is based on geographical location and NAICS codes. This facilitates tracking employment history and economic growth by location — important information in economic development efforts.

ELMIB uses QCEW data to benchmark the nonfarm employment estimates produced by the Current Employment Statistics (CES) program. Nationwide, the QCEW data covers about 97 percent of all nonfarm (CES) employment. QCEW data is also used as input in developing Local Area Unemployment Statistics (LAUS) and as a sampling frame for the Occupational Employment Statistics (OES) program and occasionally for surveys conducted by the Research unit. Quarterly employment and wage data is available on our Web site at www.nhes.state.nh.us/elmi/covempwagquart.html and annual averages are also available at www.nhes.state.nh.us/elmi/covempwag.htm.

EMPLOYMENT PROJECTIONS BY INDUSTRY AND OCCUPATION

ELMIB prepares both long-term and short-term projections of employment for nearly 100 industries and over 700 occupations. Information on fastest growing industries, hot jobs, jobs expected to lose the most employment, and required training to begin working in an occupation are available.

Long-term projections are released every two years and are based on a ten-year timeframe. These projections are driven by structural changes in the economy, along with changes in population and demographics. Projections take into account jobs created by growth in the economy as well as jobs needed to replace workers who retire or leave an occupation for other reasons.

Short-term projections are prepared at least once a year for a two-year timeframe. Short-term projections are directly influenced by business cycle fluctuations and changes in demand for the final product or service produced by an industry. Changes in interest rates, consumer confidence, and the relative prices of other products are just some of the factors that can affect industry and occupational employment in the short-term.

The projections process uses information from other units in ELMIB. The Quarterly Census of Employment and Wages unit provides historical employment data, while the Occupational Employment Statistics unit provides current staffing patterns (occupational breakdowns by industry).

This data is available every two years in New Hampshire Employment Projections by Industry and Occupation and on-line at www.nhes.state.nh.us/elmi/projections.htm.

Information...

What's Available? Where Do I Find It?

LABOR FORCE AND UNEMPLOYMENT RATE

The unemployment rate is one of the most frequently requested pieces of workforce information produced by ELMIB. Each month the Local Area Unemployment Statistics (LAUS) unit estimates the civilian labor force, the number of employed, unemployed and the unemployment rate based on place of residence in New Hampshire. Additionally, LAUS calculates the unemployment rate for labor market areas, counties, cities and towns. This data is used by business firms, planners, researchers, and other government agencies, and is of interest to the general public. LAUS estimates are also used to identify Labor Surplus Areas. Employers located in Labor Surplus Areas may be given preference in bidding on federal contracts to meet the national goal of funneling dollars into areas of greatest economic need.

Even though the unemployment rate is a simple calculation of the estimated unemployed divided by the estimated labor force, estimating employment and unemployment is a much more complicated process. Because many unemployed persons are not eligible for unemployment compensation benefits and because others who are eligible choose not to file, a simple tally of persons filing for unemployment compensation benefits is not adequate to count the number of unemployed people in the state. LAUS estimates unemployment and employment from a household survey conducted monthly (Current Population Survey-CPS) by the U.S. Census Bureau.

Annually, LAUS estimates for the three most recent years are revised through a benchmarking process. This can result in adjustments to the estimated unemployment rates for individual months in each of the three years.

Historic and current data from the LAUS program can be found on our Web site at www.nhes.state.nh.us/elmi/laus.htm and the current unemployment rate by area is also published monthly in Economic Conditions.

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OCCUPATIONAL EMPLOYMENT AND WAGES

Employment and wage estimates by occupation are produced semi-annually. Hourly wage data is calculated for the mean, median, and entry and experienced levels for more than 550 occupations in New Hampshire. In cases where hourly wage data is not available, the annual figures are calculated. Estimated employment levels are also available by occupation.

The Occupational Employment Statistics (OES) program produces these estimates based on a semi-annual survey of New Hampshire's employers. Employers report how many workers they have, what they do, and how much they earn by the hour or by annual salary.

The employment estimates produced by the OES program are the basis for occupational projections in New Hampshire. Job seekers, employers, government planners, educational specialists, and economic developers also use this employment and wage data. In addition, OES data provides prevailing wage information for the Alien Labor Certification program.

Information... What's Available? Where Do I Find It?

This data for New Hampshire is available in the publication, New Hampshire Occupational Employment & Wages and on-line at www.nhes.state.nh.us/elmi/oesfiles.htm. Information in this publication is available for New Hampshire and its 16 wage survey areas. The on-line version has occupational employment and wage data available at the county level as well. A Dictionary of Occupations is available on-line only.

RESEARCH, PRESENTATIONS, AND SPECIAL REQUESTS

The Research Unit is a resource for those looking for workforce and career information. It acts as a clearinghouse of all types of workforce and career information and packages this information in products that meet the needs of our consumers. The unit's staff is responsible for having a broad knowledge of the workforce and career information produced in ELMIB and in other State and Federal agencies. The unit, therefore, responds to questions and data requests on a daily basis. In this role, the Research Unit is frequently called upon to prepare special reports or presentations for economic development committees, other government agencies, reporters, and employers.

UNEMPLOYMENT INSURANCE CLAIMS DATA

New Hampshire Employment Security's (NHES) Administrative Reporting Unit reports unemployment insurance claims activity by local office. This data includes important economic indicators such as the number of initial and continued claims, the number of weeks compensated for unemployment, the average duration of benefit payments, and the average weekly benefit amount paid to claimants.

Initial claims activity is a leading indicator of the economic well being of an area. A significant change in average weekly initial claims can signal a shift in the direction of business activity.

This unit also tracks the balance of the Unemployment Insurance Trust Fund on a monthly basis. This is of importance to employers as their tax rate reductions are based on this fund's balance. When the balance falls below a predetermined level, the reductions get smaller.

This information is published monthly in Economic Conditions and can be found on our Web site at www.nhes.state.nh.us/elmi/unempcomp.htm.

<div> <div>Workforce & Career Information Matrix</div> <div>Where do I find it? ↓</div> <div>What's available ↓</div> </div>	Affirmative Action Information	Analysis of NH Economy	Benefits Offered to Employees	Career Guides	Childcare	Commuting Data	Consumer Price Index	County Data	Crime and Accidents	Education	Employment and Wages	Employment Projections	Energy	Environment
Childcare 2000			●		●									
Economic Conditions in New Hampshire		●					●	●			●			
Covered Employment and Wage Data								●			●			
Firms by Size in New Hampshire											●			
High Tech Industries in New Hampshire											●			
In Brief ... Employment Projections				●				●		●	●	●		
In Focus: Special Topic Papers				●						●	●	●		
Licensed, Certified, & Registered Occupations				●						●				
Local Area Unemployment Statistics								●						
New Hampshire Affirmative Action	●							●						
New Hampshire Benefits			●		●					●				
New Hampshire Community Profiles	●				●	●				●	●			
New Hampshire Commuting Patterns						●					●			
New Hampshire Employment Projections				●						●	●	●		
New Hampshire Job Notes				●						●		●		
New Hampshire Job Outlook and Locator				●						●		●		
NH Career Resource Network Newsletter				●										
NH Occupational Employment & Wages											●			
NH Unemployment Insurance Historical Data														
NHNetwork	●					●	●	●		●	●	●		
Retirement 2002			●								●			
Summary of the New Hampshire Economy		●									●		●	
Vital Signs: Economic & Social Indicators for NH		●					●		●	●	●		●	●
Web Site - Frequently Asked Questions							●	●			●	●		

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Publications & Resources



Childcare 2000

Based on a survey of New Hampshire employers. Its purpose was to discuss childcare needs of New Hampshire.

[<www.nhes.state.nh.us/elmi/benisurv.htm>](http://www.nhes.state.nh.us/elmi/benisurv.htm)



Covered Employment & Wages

Quarterly census of employment and wages data for those New Hampshire businesses covered by unemployment compensation is available. The data is calculated at the state and county level by quarter as well as annually. Data by labor market area and by city, town, and unincorporated place is only available annually.

[<www.nhes.state.nh.us/elmi/covempwagquart.html>](http://www.nhes.state.nh.us/elmi/covempwagquart.html)

quarterly and

[<www.nhes.state.nh.us/elmi/covempwag.htm>](http://www.nhes.state.nh.us/elmi/covempwag.htm) *annual*



New Hampshire Economic Conditions

Highlights economic developments affecting the state, including: seasonally and not seasonally adjusted labor force; nonfarm wage and salary employment estimates; unemployment compensation claim data; earnings and hours of production workers; and U.S. Consumer Price Index information. Publication and Web site releases are also highlighted. [<www.nhes.state.nh.us/elmi/econanalys.htm>](http://www.nhes.state.nh.us/elmi/econanalys.htm)



Firms by Size in New Hampshire (QCEW)

Provides the number of establishments and the total number of employees within each size category. All businesses in New Hampshire are aggregated by the number of employees each one had the week that includes March 12th.

[<www.nhes.state.nh.us/elmi/covempwag.htm>](http://www.nhes.state.nh.us/elmi/covempwag.htm)



High Tech Industries In New Hampshire

Lists employment in high tech industries with a significant concentration of research and development in New Hampshire.

[<www.nhes.state.nh.us/elmi/covempwag.htm>](http://www.nhes.state.nh.us/elmi/covempwag.htm)



In Brief... Employment Projections by County

Includes highlights from *Employment Projections by Industry and Occupation* for each of the 10 counties. Tables and graphs are combined with bulleted text to summarize projections by industry and occupation, annual openings, and education and training categories. [<www.nhes.state.nh.us/elmi/projections.htm>](http://www.nhes.state.nh.us/elmi/projections.htm)

Publications & Resources



In Focus: Special Topic Papers

Short papers providing an in-depth examination of various topics.
<www.nhes.state.nh.us/elmi/infocus.htm>



Licensed, Certified, & Registered Occupations in New Hampshire

A handbook on regulations, examinations, and fee requirements for regulated occupations in New Hampshire. It provides administrators, counselors, clients, employers, students, and others with information about occupational licenses or certificates issued by various state boards, commissions, and departments. Occupational descriptions and statutory references are included along with the regulatory agency's address and contact person for over eighty-five occupations.
<www.nhes.state.nh.us/elmi/licertreg.htm>



Local Area Unemployment Statistics

Labor force, employment, and unemployment estimates and the unemployment rate are available both seasonally and not seasonally adjusted for New Hampshire. Substate – counties, labor market areas, primary metropolitan statistical areas, cities, and selected towns – estimates are available not seasonally adjusted only.
<www.nhes.state.nh.us/elmi/laus.htm>



Looking Forward: Preparing for the future New Hampshire economy

A detailed state economic analysis intended to inform workforce decision and policy makers. *Looking Forward* includes economic statistics such as jobs by industry, resident labor force levels, and measures of unemployment. Industry location quotients are used to discuss industry concentrations in the state. Occupational employment projections, projected demand for skills, and wage trends are also included in the detailed analysis.
<<http://www.nhes.state.nh.us/elmi/econanalys.htm>>



New Hampshire Affirmative Action

Occupational data displayed in statistical tables conveying information regarding population, labor force, employment, and active applicants by gender and minority status.
<www.nhes.state.nh.us/elmi/affirmact.htm>



New Hampshire Benefits

Based on a survey of New Hampshire employers. The results give employers the opportunity to compare their package of benefits with those of other firms. An in-depth look at Childcare and Retirement in the state was possible by conducting subsequent surveys.
<www.nhes.state.nh.us/elmi/benisurv.htm>

Publications & Resources



New Hampshire Community Profiles

Information on the 234 incorporated cities and towns in New Hampshire. Data come from a variety of sources, including community responses, published reports, and maps. The profiles include information on municipal services, transportation, housing, tax rates, educational services, demographics, labor force, employment, recreational facilities, and more.

[<www.nhes.state.nh.us/elmi/communpro.htm>](http://www.nhes.state.nh.us/elmi/communpro.htm)



New Hampshire Commuting Patterns

Narrative and statistical tables of New Hampshire commuting patterns by county extracted from the 1990 and 2000 U.S. Census.

[<www.nhes.state.nh.us/elmi/compatt.htm>](http://www.nhes.state.nh.us/elmi/compatt.htm)



New Hampshire Employment Projections by Industry & Occupation

Estimates base year and projected year employment in the state by industry and occupation, and projected annual job openings for both growth and replacement needs. County specific projections are available on request and may be accessed at our Web site.

[<www.nhes.state.nh.us/elmi/projections.htm>](http://www.nhes.state.nh.us/elmi/projections.htm)



New Hampshire Job Notes

A career planning publication that provides information on exploring, setting, and achieving career goals. Presented in newspaper form, it has articles on new and future occupations; information on average wages, growth rates, and training requirements for over 200 occupations in NH; job search techniques; exploring personal skills and interest areas; options for training and education beyond high school; career resources on the Internet; and much more.

[<www.nhes.state.nh.us/elmi/nhcrn/jobnotes.htm>](http://www.nhes.state.nh.us/elmi/nhcrn/jobnotes.htm)



New Hampshire Job Outlook & Locator Occupations by Industry

Estimates base year employment and projected year employment by industry within an occupation. Occupations are defined according to Occupational Employment Statistics (OES) categories.

[<www.nhes.state.nh.us/elmi/projections.htm>](http://www.nhes.state.nh.us/elmi/projections.htm)

Publications & Resources



New Hampshire Occupational Employment and Wages

Wage and employment data are available for up to 550 occupations statewide and for 16 wage areas. Data tables include job title, SOC code, estimated employment, entry level wage, mean wage, median wage, and experienced wage.

www.nhes.state.nh.us/elmi/oesfiles.htm



New Hampshire Unemployment Insurance Historical Data

Statistical data, charts, and narrative explanations of the UI program to aid viewers' observation and analysis of how the data has fluctuated through historical recession and expansion periods in New Hampshire's economy.

www.nhes.state.nh.us/elmi/unempinsur.htm



Nonfarm Employment and Earnings

Provides monthly estimates on employment, hours, and earnings for people on nonfarm payrolls. Employment estimates are calculated for many industries, while the hours and earnings data is calculated for Manufacturing production workers only.

www.nhes.state.nh.us/elmi/nonfarm.htm



Retirement 2002

Based on a survey of New Hampshire employers. This publication provides information about retirement and workforce questions that companies and workers face.

www.nhes.state.nh.us/elmi/benisurv.htm



Summary of the New Hampshire Economy

A short paper produced each spring and fall containing the Economic and Labor Market Information Bureau's analysis of where the New Hampshire economy stands and where it is headed in the near future.

www.nhes.state.nh.us/elmi/econanalys.htm



Vital Signs: Economic and Social Indicators for New Hampshire

A review of hundreds of economic and social indicators in eighteen categories from a variety of sources. The previous four years are reported, when available, in order to depict trends. Charts and graphs accompany a narrative of recent happenings within the category.

www.nhes.state.nh.us/elmi/econanalys.htm

ELMIB Web site



The ELMIB Web site [<www.nhes.state.nh.us/elmi/>](http://www.nhes.state.nh.us/elmi/) provides unemployment, economic, workforce and career information. This is the most important tool for any user of New Hampshire workforce or career information. All publications and data produced by ELMIB are available on this Web site.

From our Web site, you can link to additional databases containing workforce and career information:



NNetwork

This web site contains a large variety of workforce and career related information for New Hampshire, such as unemployment rates, employment and wages, income information, census demographics information, education, training programs, industry, occupation, career information, and area profiles.

NNetwork has separate modules designed to provide information targeted to the needs of individual job seekers, employers, and economic analysts. Each module has different search options; for example, modules targeted to individuals and employers provide state and county data, whereas the labor market analysis module has data for up to ten types of geographic areas. NNetwork includes the Workforce Information Database System's Employer Database, a listing of New Hampshire business and government entity names, addresses, and telephone numbers. (©infoUSA) [<http://nhnetwork.nhes.state.nh.us/nhnetwork/>](http://nhnetwork.nhes.state.nh.us/nhnetwork/)



NSCITE

NSCITE is an electronic reporting system that is part of the Performance Assessment and Customer Information Agency (PACIA). This Web site allows training providers to submit their training programs and allows customers to seek information about training programs in their field of interest.

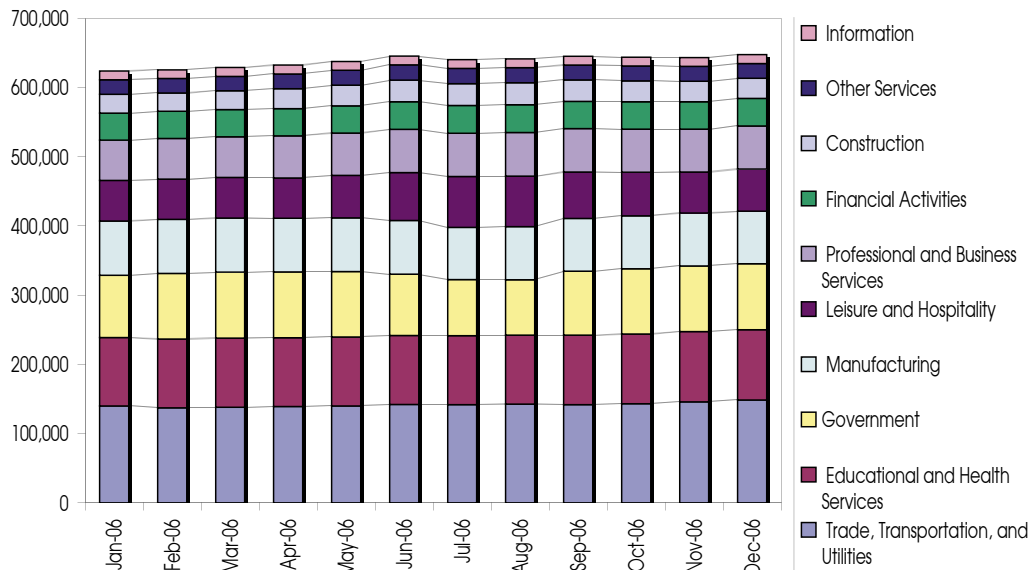
PACIA evaluates the effectiveness of the training programs and services provided in New Hampshire under the federal Workforce Investment Act (WIA). There are two distinct types of measurement. One is the overall performance of the WIA programs and services. The performance of the WIA activities is measured against established goals. The other is the evaluation of training programs to insure they meet the requirements necessary to be included on the list for WIA participants. Training programs are evaluated based on the successful outcomes of their participants. This outcomes information is housed in NSCITE. [<www.nscite.org>](http://www.nscite.org)

If you have any problems finding information on any of these Web sites, please contact one of our analysts at (603) 228-4124.

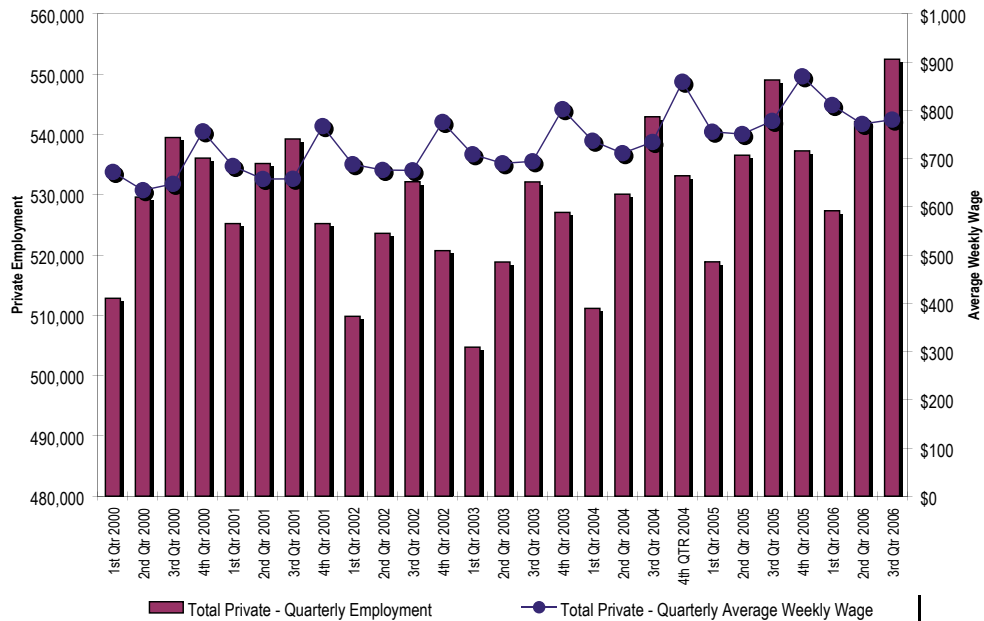
Examples

These graphs are created based on information developed in our Bureau or made available on our web site.

Nonfarm Employment (Current Employment Statistics)

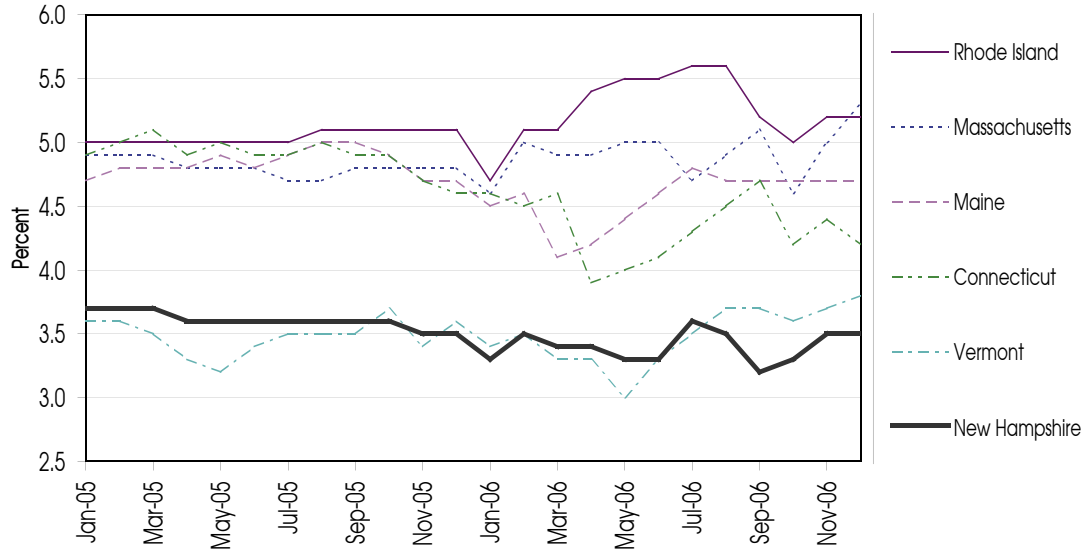


Covered Employment & Wages



Examples

Unemployment Rate (seasonally adjusted)



Personal Income

2005	(\$ thousands)	US Rank
United States	\$10,224,761,000	
Connecticut	\$166,807,307	23
Maine	\$40,713,563	41
Massachusetts	\$279,635,404	12
New Hampshire	\$49,561,044	38
Rhode Island	\$20,393,230	48
Vermont	\$37,902,666	43

* not including the District of Columbia

Per Capita Personal Income

2005	(\$ thousands)	US Rank
United States	\$34,495	
Connecticut	\$47,519	1
Maine	\$30,808	37
Massachusetts	\$43,702	3
New Hampshire	\$37,835	6
Rhode Island	\$35,219	17
Vermont	\$32,731	25

* not including the District of Columbia

Per Capita Disposable Personal Income

2005	(\$ thousands)	rank in US
United States	\$30,441	
Connecticut	\$39,727	1
Maine	\$27,468	37
Massachusetts	\$37,395	3
New Hampshire	\$33,928	5
Rhode Island	\$31,040	17
Vermont	\$29,206	27

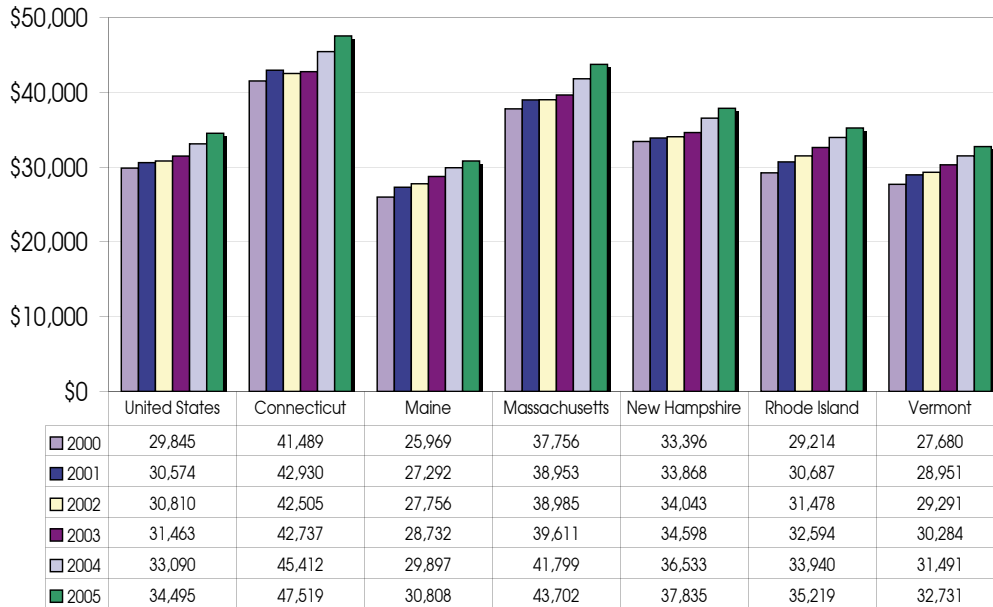
* not including the District of Columbia

Private Covered Employment 2005 Average Weekly Wage

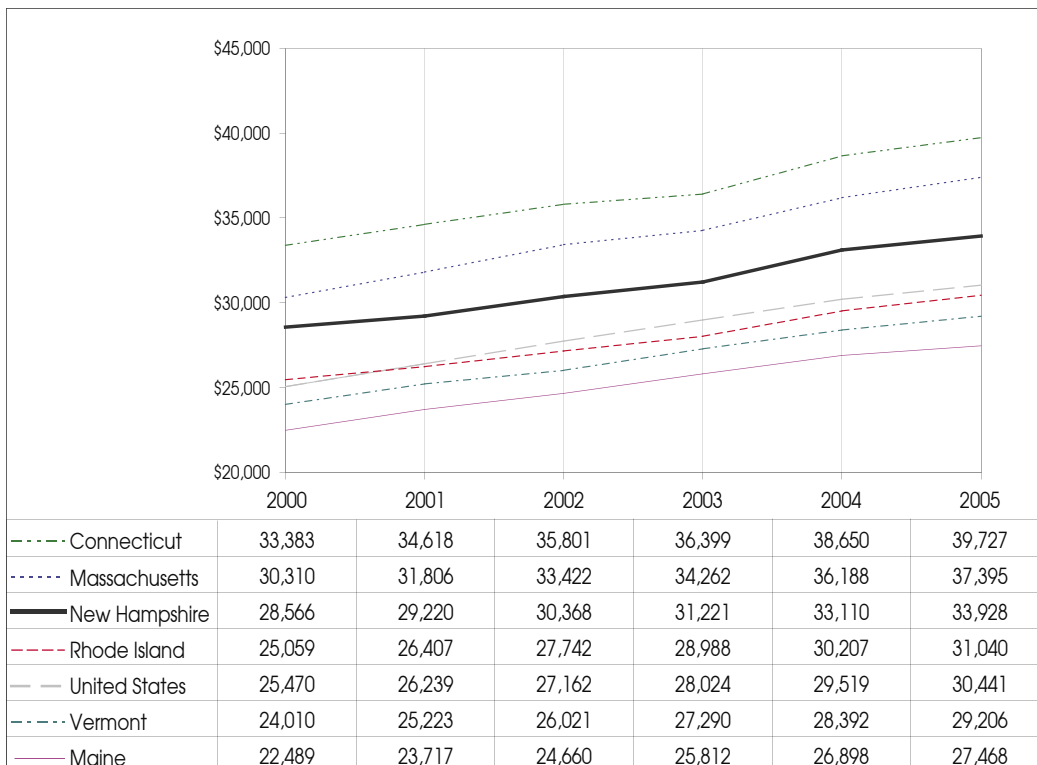
State	Average Weekly Wage
United States	\$779
Connecticut	\$1,032
Maine	\$617
Massachusetts	\$970
New Hampshire	\$789
Rhode Island	\$713
Vermont	\$647

Examples

Per Capita Personal Income



Per Capita Disposable Income



Economic and Labor Market Information Bureau Contact Information

Director, Economic and Labor Market Information Bureau
(603) 228-4123

Economist
(603) 228-4122

Research Unit
(603) 228-4173

Quarterly Covered Employment & Wages
(603) 228-4177

Current Employment Statistics
(603) 228-4127

Local Area Unemployment Statistics
(603) 228-4175

Occupational Employment Statistics
(603) 229-4315

General Information
(603) 228-4124
elmi@nhes.state.nh.us
www.nhes.state.nh.us/elmi/

New Hampshire Employment Security

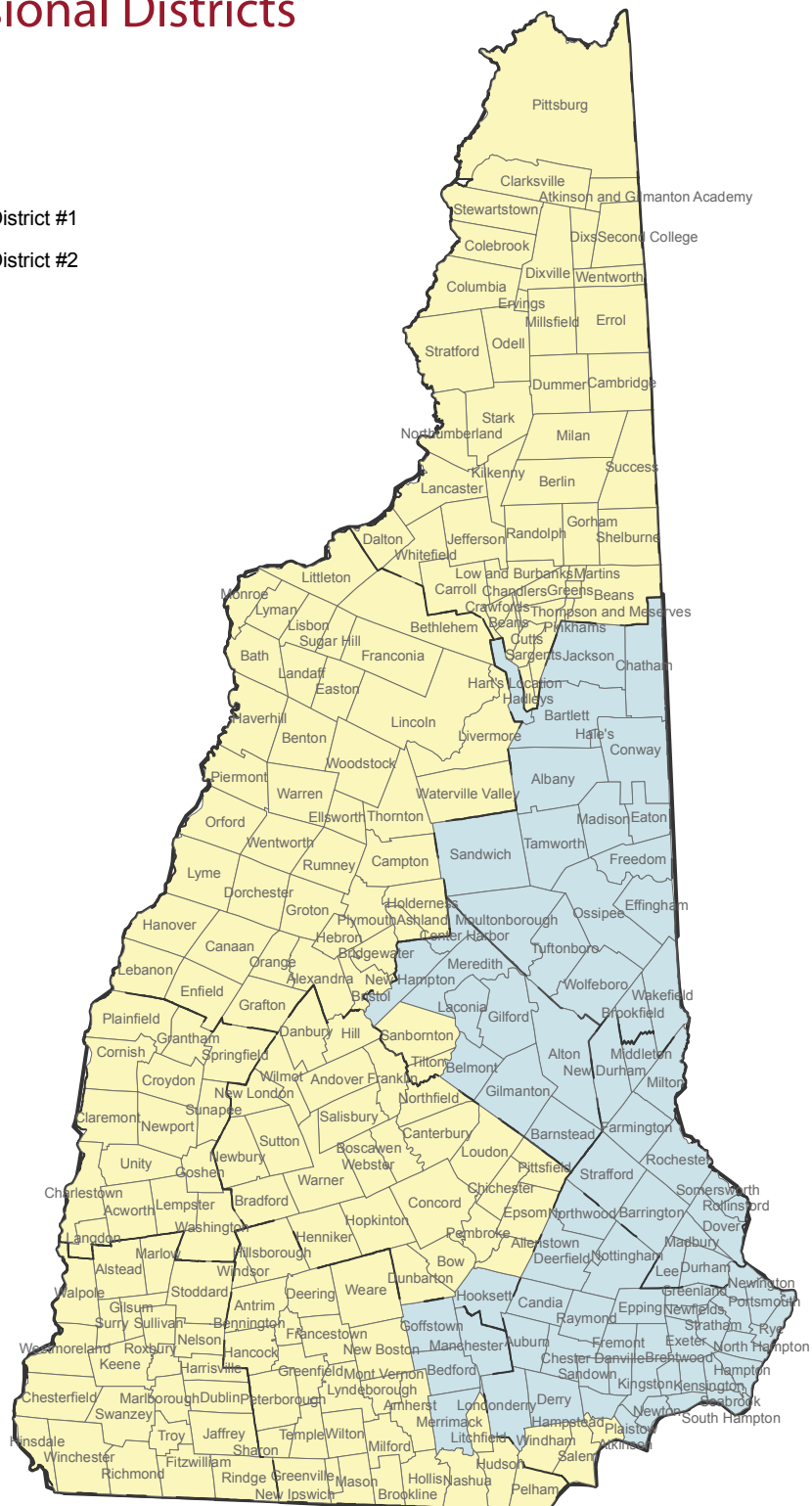
Maps of New Hampshire



New Hampshire Congressional Districts

Legend

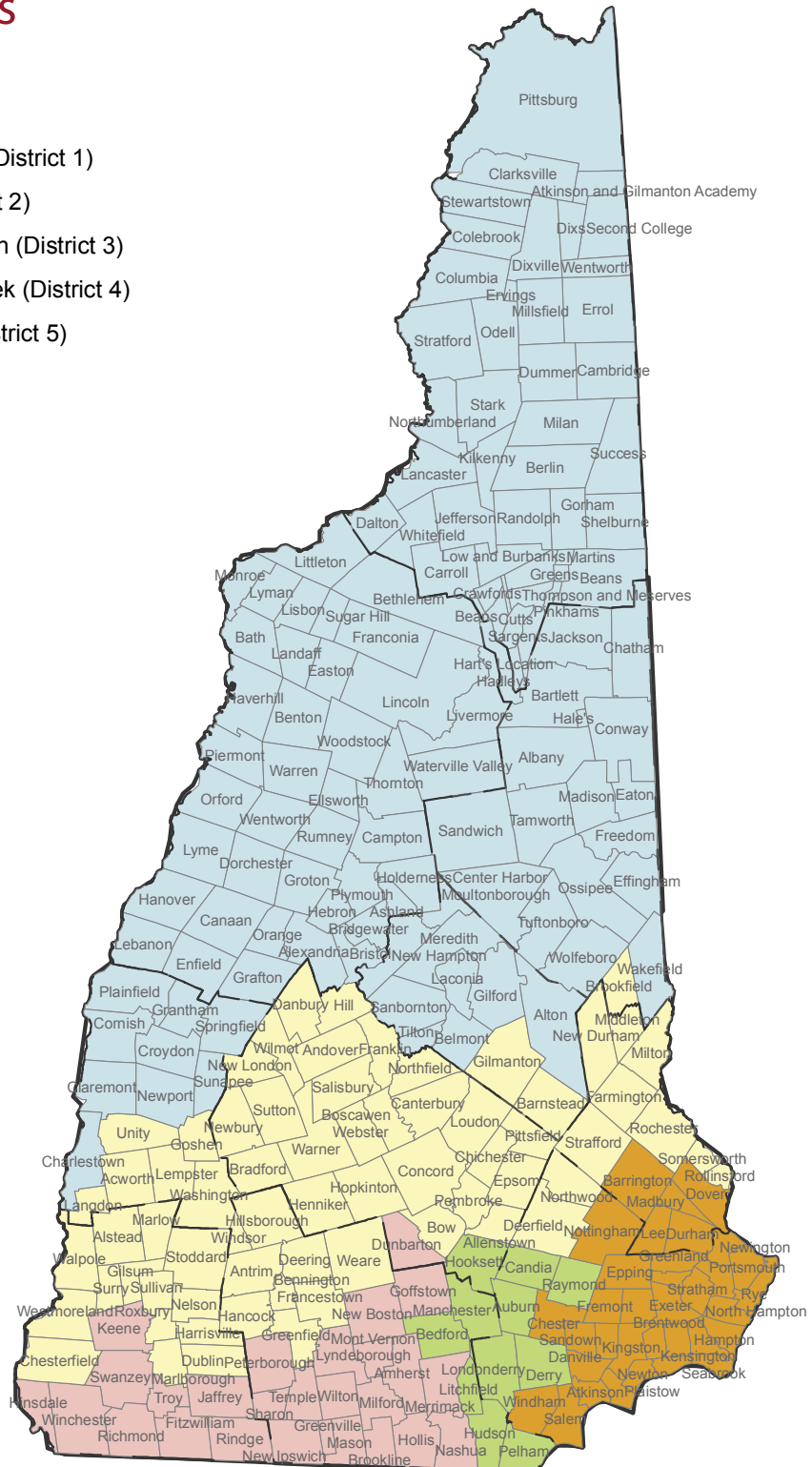
- District #1
District #2



New Hampshire Executive Council Districts

Legend

- Raymond S. Burton (District 1)
- John D. Shea (District 2)
- Beverly A. Hollingworth (District 3)
- Raymond J. Wieczorek (District 4)
- Debora Pignatelli (District 5)



New Hampshire Senatorial Districts

Legend

- District #1
- District #2
- District #3
- District #4
- District #5
- District #6
- District #7
- District #8
- District #9
- District #10
- District #11
- District #12
- District #13
- District #14
- District #15
- District #16
- District #17
- District #18
- District #19
- District #20
- District #21
- District #22
- District #23
- District #24

